

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
 45 South Seventh Street
 Minneapolis, MN 55402-1609

oppenheim.com

612.607.7000
 Fax 612.607.7100

RECEIVED
CENTRAL FAX CENTER

SEP 08 2005

FAX COVER LETTER

September 8, 2005

TO: Commissioner for Patents
COMPANY: U.S. Patent and Trademark Office
PHONE: 703.308.9723
FAX: 571.273.8300

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: SLieske@Oppenheimer.com
RE: Status Request - Serial No.: 10/811,439

COMMENTS: I certify that the following correspondence is being transmitted by facsimile to Commissioner for Patents, at the U.S. Patent and Trademark Office on September 8, 2005.

1. Status Request for Serial No: 10/811,439



Chris Barncard

This facsimile contains confidential information intended only for the use of the addressee(s) named above and may contain information that is legally privileged. If you are not the addressee, or the person responsible for delivering it to the addressee, you are hereby notified that reading, disseminating, distributing or copying this facsimile is strictly prohibited. If you have received this facsimile by mistake, please immediately notify us by telephone and return the original message to us at the address above via the Postal Service (we will reimburse postage). Thank you.

Originals: Not being sent

Completed by: Chris Barncard/7268

You should receive 2 page(s) including this page.
 If the transmission is incomplete, please call 612.607.7276 as soon as possible.

SEP 08 2005

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE.

Applicant: Robert E. Wollan et al.

Serial No.: 10/811,439

Filing Date: March 26, 2004

Group Art Unit: 3623

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS

Examiner: Michael C. Heck

Docket No: 60021-378601/US

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450I CERTIFY THAT THIS PAPER IS BEING FACSIMILE
TRANSMITTED AND IS ADDRESSED TO, COMMISSIONER FOR
PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450,
571-272-6300 ON 9/8/2005. (37 CFR 1.8a)

Chris Barnard

STATUS REQUEST

Dear Sir:

The above-referenced patent application has now been on file for 18 months. Please provide a status of this application.

No fees are believed to be due at this time. However, if we have miscalculated the Commissioner is authorized to charge our deposit account number 50-1901 for any fees that may be due.

Any inquiry regarding this matter should be directed to Steven C. Lieske at (612) 607-7508.

Respectfully submitted,

By:

Steven C. Lieske, Reg. No. 47,749
Customer No. 29838
Oppenheimer Wolff & Donnelly LLP
45 South Seventh Street, Suite 3300
Minneapolis, MN 55402
Telephone: (612) 607-7508